

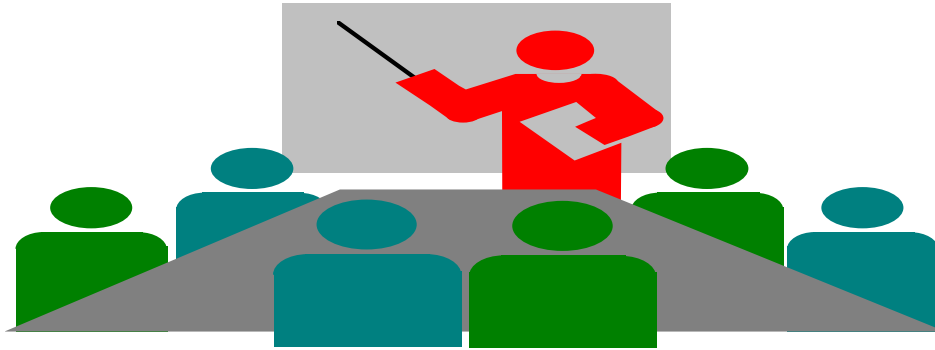
**CITY OF HARTFORD**  
**DEPARTMENT OF HUMAN RESOURCES**

**THE CITY ACADEMY**



**Your Key to A Successful Career**

**Learning Events Catalogue**  
**January through June 2006**



### **THE CITY ACADEMY**

The City Academy is committed to offering learning opportunities to all city employees that will continually allow them to enhance their skills and knowledge and lead to career advancement.

### **MAYOR PEREZ'S MISSION STATEMENT**

The mission of the City of Hartford is to provide a safe and clean community as well as provide a framework for opportunity for residents and visitors alike. This is a place of diverse choices to live, work, learn, worship, and play. This mission will be achieved by collaborating with public and private partners and delivering quality services that are reliable, accountable, efficient and ethical. The goal is to attract the best and brightest people and providers and to serve as a model for other cities.

### **MAYOR PEREZ'S VISION**

As New England's Rising Star, Hartford strives to be a national leader in economic growth, educational opportunity, and cultural vitality. We will prepare our youngsters and workforce for the 21<sup>st</sup> century economy and create new homeowners in vibrant and diverse neighborhoods. Safer communities spark more inspiration in the arts, commerce, and education. Hartford is home to history, culture, and architecture, but it is also a place of hope, opportunity, and progressive thinking.

### **THE CITY'S VALUES**

Accountability, Civic Pride, Collaboration, Efficiency, Ethical, Reliability, Respect

### **Director of Human Resources**

Santiago Malave

### **The City Academy**

William Peltó x6362

### **Internal Instructors:**

Godfred Ansah, Human Resources

Antoinette Baker, Human Resources

Ann Bird, Corporation Counsel

Joyce Chin, Human Resources

Betty Croll, Treasurer's Office

Santiago Malave, Human Resources

William Peltó, Human Resources

Mary Watson, Treasurer's Office

# *Schedule of Learning Events*

## **JANUARY 2006**

- 12 New Employee Benefits Orientation
- 18 New Employee Orientation
- 19 Customer Service
- 24 Equal Employment Opportunity I
- 26 Basic Writing Skills

## **FEBRUARY 2006**

- 7 Supervisory Training for Advancement (orientation)
- 8 Zero Tolerance and Fairness in the Workplace
- 9 New Employee Benefits Orientation
- 14 Supervisory Training for Advancement (day 1)
- 16 Sexual Harassment in the Workplace
- 21 Supervisory Training for Advancement (day 2)
- 23 Business Writing I (day 1)
- 28 Supervisory Training for Advancement (day 3)

## **MARCH 2006**

- 1 Equal Employment Opportunity II
- 2 Business Writing I (day 2)
- 7 Supervisory Training for Advancement (day 4)
- 8 Upward Mobility Opportunities for City Employees
- 9 New Employee Benefits Orientation
- 14 Supervisory Training for Advancement (day 5)
- 16 Interview Techniques
- 21 Supervisory Training for Advancement (day 6)
- 22 Employees' Lost Time
- 23 Americans with Disabilities Act Overview
- 28 Supervisory Training for Advancement (day 7)
- 29 Personnel Procedures I
- 30 Business Writing II

# *Schedule of Learning Events*

## **APRIL 2006**

- 4 Supervisory Training for Advancement (day 8)
- 5 New Employee Orientation
- 6 New Employee Benefits Orientation
- 12 Equal Employee Opportunity I
- 13 Progressive Discipline
- 18 Resumes – Selling Yourself
- 19 Zero Tolerance and Fairness in the Workplace
- 20 Professional Presentations (day 1)
- 27 Professional Presentations (day 2)

## **MAY 2006**

- 2 Supervisory Techniques Refresher (day 1)
- 4 Supervisory Techniques Refresher (day 2)
- 11 New Employee Benefits Orientation
- 16 Basic Writing Skills
- 18 Sexual Harassment in the Workplace
- 23 Equal Employment Opportunities II
- 25 Business Writing I (day 1)
- 31 Upward Mobility for City Employees

## **JUNE 2006**

- 1 Business Writing I (day 2)
- 7 Interview Techniques
- 8 New Employee Benefits Orientation
- 14 Employees' Lost Time
- 15 Customer Service
- 21 Personnel Procedures I
- 22 Americans with Disabilities Act Overview

### **AMERICANS WITH DISABILITIES ACT (ADA) OVERVIEW**

This course provides an overview of the Americans with Disabilities Act, outlining employer and employee rights and responsibilities under the ADA. One 1½ -hour session.

Dates: Mar. 23; June 22, 2006

Location: 525 Main St. 2<sup>nd</sup> fl. Conf. Rm.

Time: 9 - 10:30 a.m.

Audience: All

### **BASIC WRITING SKILLS**

This course provides employees with focused instruction in basic writing skills; the elements of writing a well-constructed sentence; subject, verb, direct object, article, etc. One 2 1/2-hour session.

Date: Jan. 26; May 16, 2006

Location: 525 Main St. 2<sup>nd</sup> fl. Conf. Rm.

Time: 9 – 11:30 a.m.

Audience: All

### **BUSINESS SPANISH I**

This program teaches basic business conversational skills when interacting with the Spanish community. Materials will be supplied. Must commit to all sessions. Six 1-hour sessions.

Date: NOT AVAILABLE THIS PERIOD

Location: TBA

Time: 1-2 p.m.

Audience: All

### **BUSINESS SPANISH II**

A continuation of Business Spanish I, this program teaches basic business conversational skills when speaking with the Spanish community. Materials will be supplied. Must commit to all sessions. Six 1-hour sessions.

Date: NOT AVAILABLE THIS PERIOD

Location: TBA

Time: 1-2 p.m.

Audience: All

### **BUSINESS WRITING I**

This course is designed to help writers get their ideas on paper, organize, edit, and present them effectively. Topics include over-used clichés, redundancies, and editing. Two 2½-hour sessions.

Date: Feb. 23 & Mar. 2; May 25 & June 1, 2006

Location: 525 Main St. 2<sup>nd</sup> fl. Conf. Rm.

Time: 9-11:30 a.m.

Audience: All

## **BUSINESS WRITING II**

A hands-on session designed to write, review, and edit letters and memos. Participants will review and analyze sample letters and memos for over-used clichés, redundancies, run on sentences, fragments, etc. One 2½-hour session.

Date: Mar. 30, 2006  
Time: 9-11:30 a.m.

Location: 525 Main St. 2<sup>nd</sup> fl. Conf. Rm.  
Audience: All

## **CULTURAL AWARENESS AND DIVERSITY**

The purpose of this program is to understand the implications of the demographic changes in the workplace; recognize the biases and stereotypes based on gender, race, religion, age, culture, disability, and lifestyle; understand and make changes in attitudes or behaviors which are not conducive to working effectively with others. Two 2 ½- hour sessions.

Date: Fall 2006  
Time: 9 - 11:30 a.m.

Location: Human Resources Conf. Room  
Audience: All

## **CUSTOMER SERVICE**

Do you have a phone full of waiting calls; a line of customers waiting to see you? How do you take care of their concerns quickly without sacrificing the quality of service? This course offers techniques to help you deal with the irate citizen; talkative caller; statements to avoid; questions to ask; and what to listen for when speaking with callers and visitors. One 2½-hour session.

Date: Jan. 19; June 15, 2006  
Time: 9 – 11:30 a.m.

Location: 525 Main St. 2<sup>nd</sup> fl. Conf. Rm.  
Audience: All

## **EMPLOYEE ASSISTANCE PROGRAM I (EAP)**

EAP services provider introduces their services to supervisors and managers. Key topics include procedures, recognition of early warning signs, early intervention strategies, and constructive confrontation. Features discussion of issues and concerns to participants. One 2-hour session.

Date: TBA  
Time: 9 – 11 a.m.

Location: TBA  
Audience: Manager/Supervisor

## **EMPLOYEES' LOST TIME**

Human Resources staff discusses the City's policy on lost time, excessive absenteeism, and what can be done to assist employees with a high lost-time record. Identifies leaves that do not contribute to lost time, discusses attendance problems, and explains medical evaluation forms. One 2 1/2-hour session.

Date: Mar. 22; June 14, 2006  
Time: 9 - 11:30 a.m.

Location: 525 Main St. 2<sup>nd</sup> fl. Conf. Rm.  
Audience: Manager/Supervisor

### **EQUAL EMPLOYMENT OPPORTUNITY I (EEO)**

Human Resources staff provides information regarding the Equal Employment Opportunity program and the City's Affirmative Action plan with attention to the role of the supervisor. Key topics include definitions, laws, and City policies. Materials will be provided to participants. One 2 1/2-hour session.

Date: Jan. 24; Apr. 12, 2006  
Time: 9 - 11:30 a.m.

Location: 525 Main St. 2<sup>nd</sup> fl. Conf. Rm.  
Audience: Supervisor/Manager

### **EQUAL EMPLOYMENT OPPORTUNITY II (EEO)**

Human Resources staff provides information concerning the Equal Employment Opportunity program and the City's Affirmative Action Plan. Key topics include definitions, laws and City policies. One 2 1/2-hour session.

Date: Mar. 1; May 23, 2006  
Time: 9 - 11:30 a.m.

Location: 525 Main St. 2<sup>nd</sup> fl. Conf. Rm.  
Audience: All

### **GRANTS WRITING AND ADMINISTRATION**

This course explains how you and your department can benefit from grant funding; What grant funds are and how to find them; How to write a grant application; Grant procedures for City departments; and what to do once you receive the funding (Grants Administration). One 2½-hour session.

Date: TBA  
Time: 9 – 11:30 a.m.

Location: TBA  
Audience: All

### **INTERVIEW TECHNIQUES TO KEEP YOU FROM GOING TO COURT**

There are certain interview questions that are illegal for which the interviewer (supervisor) could be sued by the candidate(s) if those questions are asked. This workshop will discuss legal interview questions that supervisors may ask, as well as illegal questions to avoid in order not to spend a day in court. One 2 1/2-hour session.

Date: Mar. 16; June 7, 2006  
Time: 9 – 11:30 a.m.

Location: 525 Main St. 2<sup>nd</sup> fl. Conf. Rm.  
Audience: Manager/Supervisor

### **NEW EMPLOYEE ORIENTATION**

This program introduces City government and services to the newly-hired employee. Key topics: the purpose and organization of City government, services provided; and the relationship between the employee and the public. Question and answer session. One 2 ½-hour session.

Date: Jan. 18; Apr. 5, 2006  
Time: 9 - 11:30 a.m.

Location: 525 Main St. 2<sup>nd</sup> fl. Conf. Rm.  
Audience: Newly-hired employees

### **NEW EMPLOYEE BENEFITS ORIENTATION**

Full-time employees are entitled to medical benefits as well as pension/retirement benefits. This session is arranged for all newly-hired full-time employees of the City. The program also covers group life insurance, available employee assistance programs, deductions, and City Academy courses. Please contact your supervisor for this course. One 2½-hour session.

Dates: Jan.12; Feb. 9; Mar 9;  
Apr. 6; May 11; June 8, 2006  
Time: 9 – 11:30 a.m.

Location: Human resources Conf. Room  
Audience: New Hires

### **PERSONNEL PROCEDURES I**

Human Resources staff presents information on personnel issues affecting all city departments. Topics covered include clarification of standard procedures established by the department, and discussions on lost time and its effects. One 2 1/2-hour session.

Date: Mar 29; June21, 2006  
Time: 9 - 11:30 a.m.

Location: 525 Main St. 2<sup>nd</sup> fl. Conf. Rm.  
Audience: Manager/Supervisor

### **PERSONNEL PROCEDURES II**

Human Resources staff presents information on payroll procedures, completing forms, payroll advices, time and attendance, etc. One 2 1/2-hour session.

Date: TBA  
Time: 9-11:30 a.m.

Location: TBA  
Audience: Administrative staff

### **PROFESSIONAL PRESENTATIONS**

This program explains how to present your material in a logical, creative, and entertaining fashion. Topics include gathering material, structure, attitude, adaptability, appearance, and voice. Two 2½- hour sessions.

Date: April 20 & 27, 2006  
Time: 9 – 11:30 a.m.

Location: 525 Main St. 2<sup>nd</sup> fl. Conf. Rm.  
Audience: Anyone making presentations.

### **PROGRESSIVE DISCIPLINE I**

Human Resources staff provide information on progressive discipline guidelines. Key topics include basic principles; just cause discipline; information session; counseling session; and warning notices. One 2 ½-hour session.

Date: April 13, 2006  
Time: 9-11:30 a.m.

Location: 525 Main St. 2<sup>nd</sup> fl. Conf. Rm.  
Audience: Supervisor/Manager



## **RESUMES – SELLING YOURSELF**

What do you put in a resume? How do you list job experience? What personal information can you include? How do you sell yourself on a resume? What information on a resume could keep you from getting a position? This workshop covers these and additional topics and helps you create a style to best present yourself. Bring a copy of your current resume. One 2½ -hour session.

Date: April 18, 2006  
Time: 10 - 11:30 a.m.

Location: 525 Main St. 2<sup>nd</sup> Fl. Conf. Rm.  
Audience: All

## **SEXUAL HARASSMENT IN THE WORKPLACE**

Presents general information regarding sexual harassment in the workplace. Topics include definitions, laws, employee rights, City policies, case studies, and complaint procedures. One 2 1/2-hour session.

Date: Feb 16; May 18, 2006  
Time: 9 - 11:30 a.m.

Location: 525 Main St. 2<sup>nd</sup> Fl. Conf. Rm.  
Audience: All

## **SUPERVISORY TECHNIQUES REFRESHER**

Mandatory for all newly-appointed mid-managers and supervisors, this course reinforces new methods of positive supervision that net results. Topics covered: productivity, schedules; documentation; disciplinary action, scenarios, and a question and answer session. Two 2 1/2-hour sessions.

Date: May 2 & 4, 2006  
Time: 9-11:30 a.m.

Location: Human Resources Conf. Room  
Audience: Mid-managers and Supervisors

## **SUPERVISOR TRAINING FOR ADVANCEMENT**

This course is designed to offer supervisor training to those employees with no supervisory experience. A certificate will be issued at the completion of the program. Topics covered will include communicating with subordinates, evaluations, techniques for success, giving feedback (positive and negative), creating scenarios, speaking with current supervisors, and a question and answer session. Must commit to all sessions. Eight 2 ½ -hour sessions.

Date: Feb. 7 – April 4, 2006  
Time: 9 – 11:30 a.m.

Location: Human Resources Conf. Room  
Audience: Non-supervisory employees

## **UPWARD MOBILITY OPPORTUNITIES FOR CITY EMPLOYEES**

For employees who are interested in career advancement, this workshop will discuss: (a) How to appropriately complete an employment application; (b) The pitfalls in the application process; (c) What happens when you apply for a position; and (d) What to and what not to say and do at an interview. One 2-hour session.

Date: Mar. 8; May 31, 2006  
Time: 9 – 11 a.m.

Location: 525 Main St. 2<sup>nd</sup> Fl. Conf. Rm.  
Audience: All

### **WRITING, A Hands-On Approach**

This is an 8-week, on-going, hands-on program where any City employee can work on enhancing or improving their writing skills. Includes group and one-to-one exercises and assignments. Eight 1-hour sessions.

Date: Fridays, Mar. 3 – April 28, 2006  
Time: 8 - 9 a.m.

Location: Human Resources Conf. Room  
Audience: All

### **ZERO TOLERANCE AND FAIRNESS IN THE WORKPLACE**

Participants will review Federal, State, and Municipal laws and regulations and apply them in the workplace. Topics covered include creating and maintaining a non-hostile work environment, defining terms, regulations and their importance; cases of sexual harassment; and understanding reasonable accommodation and undue hardships. Designed for managers, supervisors, and employees seeking to maintain an open and fair workplace. One 2 1/2-hour session.

Date: Feb. 8; April 19, 2006  
Time: 9 - 11:30 a.m.

Location: 525 Main St. 2<sup>nd</sup> Fl. Conf. Rm.  
Audience: All

## **MANDATORY COURSES FOR ALL CITY EMPLOYEES**

**Americans with Disabilities Act**

**Cultural Diversity**

**Customer Service**

**Sexual Harassment**

**Zero Tolerance and Fairness in the Workplace**

**EXCELLENT COURSES!**

**EXCELLENT INSTRUCTORS!**

**EXCELLENT LEARNING OPPORTUNITIES!**

# PERSONAL COMPUTER TRAINING

## Course Listings

Offered through Metro Hartford Information Services  
John Tuller, 757-9486

Metro Hartford Information Services, provides computer training with a focus on helping City employees improve their productivity through use of technology. Internal classroom training utilizes the “*Explain*”, “*Show*”, “*Do*” training methodology. Students are provided with their own computer and training materials are supplied for students’ use both during the course and as a reference guide after the course has been completed.

Courseware has been developed to meet the needs of beginning, intermediate, and advanced users. Each class is limited to ten participants in order to provide the opportunity for individual attention. **Classes are full-day sessions unless otherwise noted.**

Metro Hartford Information Services will offer personal computer training for:

**WINDOWS  
WORD  
EXCEL  
ACCESS  
POWERPOINT  
OUTLOOK**

Full course descriptions, dates, times and locations are listed on the following pages. Contact John Tuller at 757-9486 to obtain additional information regarding prerequisites, contents, and schedules.

Introductory and advanced level classes are offered. All classes are free of charge to City employees. Classes will be given at the Government Center, 260 Constitution Plaza. Entrance to the Training Center is on Market Street. Parking is available for an hourly charge in the Morgan Street Garage.

**Please Note:**

**Messages for class participants can be left with the Metro Hartford Information Services Help Desk at 695-8411. It is the responsibility of students to check during break or at lunch. Emergency messages will be delivered immediately.**

## COMPUTER COURSES

Computer courses are available to all City of Hartford employees at no charge. Courses are taught at 760 Constitution Plaza, and are scheduled from 9 a.m. – 4 p.m. unless otherwise noted. **For additional information and to register, please contact John Tuller, Metro Hartford Information Services at 757-9486.**

<u>COURSE</u>	<u>DATE</u>	<u>TIME</u>
Introduction to Personal Computers (1/2 day)	Jan. 10, 2006 May 3, 2006	9 - Noon 9 - Noon
Working with Windows (1/2 day)	Jan. 18, 2006 May 10, 2006	9 - Noon 9 - Noon
Word 2003 Level I	Feb. 9, 2006 April 25, 2006	
Word 2003 Level II	Mar. 7, 2006 May 30, 2006	
Excel 2003 Level I	Jan. 26, 2006 May 9, 2006	
Excel 2003 Level II	Mar. 14, 2006 June 13, 2006	
PowerPoint 2003	Feb. 15, 2006 May 18, 2006	
Access 2003 Level I	Feb. 7, 2006 May 16, 2006	
Access 2003 Level II	Jan. 12, 2006 Mar. 21, 2006	
Microsoft Internet Explorer (1/2 day)	Feb. 2, 2006 June 1, 2006	9 - Noon 9 - Noon
Outlook 2003 Level I (1/2 day)	Feb. 14, 2006 June 6, 2006	9 - Noon 9 - Noon
Outlook 2003 Level II (1/2 day)	Mar. 16, 2006	9 - Noon

# **DO YOU WANT TO CONTINUE YOUR COLLEGE EDUCATION?**

## **THE CITY OF HARTFORD OFFERS A TUITION REIMBURSEMENT PROGRAM**

The City of Hartford offers a tuition reimbursement program to its employees. Approved participants are eligible to receive between 50 to 80 percent of their registration and course expenses. The reimbursement program does not cover books, parking, meals, or residency.

City and Police Department employees are eligible for fall and spring semesters only, while Fire Department employees may also attend summer courses.

To enter into the program you must be a full-time employee and must have completed your initial probationary status. Courses must be taken at an accredited college or university and you must receive a passing grade.

Employees of the Hartford Public Library system or the Board of Education are not eligible for this program.

For further information, please contact Antoinette Baker in the Human Resources Department at extension 6350.

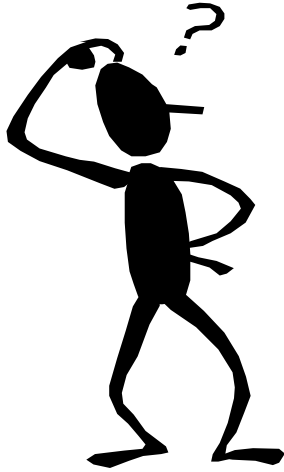
## **UNIVERSITY OF CONNECTICUT MASTER OF PUBLIC AFFAIRS**

The University of Connecticut offers the Master of Public Affairs program.

Taught at the Storrs and Hartford campuses, programs are available including the MPA Core, Public Management; Public Policy Analysis; Environmental management and Health Care Management. Other concentrations include Communications; Economic Development Administration, Human Resources Management, and Urban Studies.

The MPA Program is committed to educating students to serve the public interest in the governmental, non-profit, and private-sector arenas. For more information contact:

Master of Public Affairs Program  
Institute of Public and Urban Affairs  
University of Connecticut  
421 Whitney Road  
Box U-106  
Storrs, CT 06269



DID YOU KNOW . . .

That the City of Hartford, in conjunction with Hartford Public Schools offers:

- **GED** (High School Equivalency) Program

- **ESL** (English as a Second Language)

For further information, or to register, please contact William Peltó, Training Coordinator at extension 6362.

### REGISTRATION

A registration form is located on page 15 of this catalogue. Complete sections I - 3, sign, obtain necessary signature(s), and to **William Pelto, Human Resources Department, City Hall**. Registration forms should be submitted at least one week before scheduled event. **Mark the date and time on your calendar.** *No reminder notices will be sent.*

### COMMITMENT

With submission of the registration form, participant and management make a commitment to accept responsibility for attendance through completion of the learning event. ***Supervisors will be notified of those who register but do not attend class.***

### EVALUATION

Participants may be asked to evaluate the event at the end of the session. A follow-up evaluation may be sent approximately two months after completion of the event.

### CANCELLATION

The City Academy will notify participants of any changes in schedule or cancellations. Participants must notify the City Academy at extension 6362 in event of illness or other inability to attend their scheduled courses.

## SELF-STUDY

The City Academy has a series of self-study audiocassette tapes available for loan to City employees. Tapes are loaned for a period of four weeks. Contact William Pelto at extension 6362 to arrange for loan of a self-study tape.

- Confident Public Speaking
- Focused Listening Skills
- High Impact Business Writing
- How to Give Exceptional Customer Service
- How to Set & Achieve Goals
- How to Write Practically Any Business Document
- Life Planning
- One Hundred and One Ideas to Organize Your Business Life
- Pleasing Your Hard to Please Customers
- Power Networking
- Speed Reading
- Taking Control of Your Workday
- The One-Minute Manager
- What's So Funny About Work? (video cassette only)
- Writing Analytical Reports (book only)

# **CITY ACADEMY**

## **REGISTRATION FORM**

### **SECTION I**

Name: \_\_\_\_\_ Employee Number: \_\_\_\_\_  
Title: \_\_\_\_\_ Office Phone Number: \_\_\_\_\_  
Department: \_\_\_\_\_ Division: \_\_\_\_\_

### **SECTION 2**

Title of requested City Academy course(s):

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

### **SECTION 3**

Approvals:

\_\_\_\_\_  
Applicant signature

\_\_\_\_\_  
Supervisor/Department Head signature

***Supervisors will be notified of those who register but do not attend class.***

Send registration form to:

William Peltó, Human Resources Department, City Hall, 550 Main Street.

Most City Academy training courses will take place at 525 Main Street, second floor conference room. All classes will start **promptly** at 9 a.m. Please allow adequate time for travel and parking. Parking is available in the Sheldon/Prospect Street lot.

Please make note of class dates and times on your calendar. Reminders **will not** be sent.

#### **Please Note:**

**Messages for class participants can be left in the Human Resources Department at 543-8590. It is the responsibility of students to check during break or at lunch. Emergency messages will be delivered immediately.**